

# CUSTOMER

S E R V I C E

**Solve**  
**Problems** and  
Make People  
Happy as  
a Customer



 **New Horizons<sup>®</sup>**  
*Learn What Earns*

## Customer Service Representative

Become a Customer Service Representative and you'll be the face of a company to their customers. You'll often be the first point of contact for customers who need help or would like to place orders. The perfect person is curious and helpful and willing to be empathetic with customers that need something from the company. If you're excited about making people happy for a living and finding a solid, stable position that is fast paced and in demand, this position is for you.

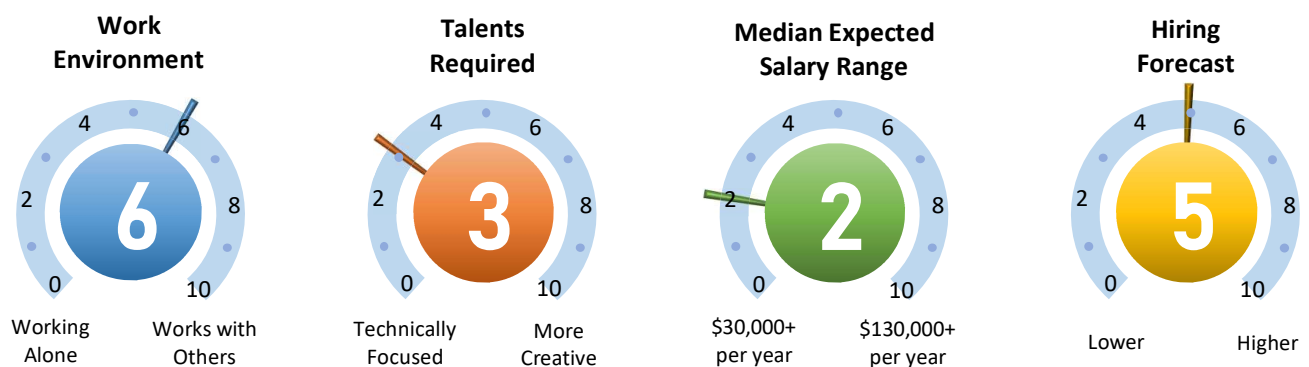
**What will you do with it?** You'll spend your day connecting with customers and taking ownership of their needs. Using outstanding listening skills, you'll translate customer requests into actions you'll communicate with your team to resolve issues. Most Customer Service Representatives also update customer relations software to maintain customer records and track orders.

### Personal Skills Needed

- Active Listening
- Customer empathy
- Attention to Detail
- Strong communication
- Work independently

Does this job fit you?

### FUTURE AT A GLANCE\*



\* According to the U.S. Department of Labor. A proud partner of the [americanjobcenter](http://americanjobcenter.org) network.

Your New Understanding and Skills Include:

- Expertise in Microsoft Office, specifically Working with Spreadsheets, Communicating with Email, Working with Documents and Presentation
- Project Management and Data Entry
- Organization and Time Management

Other Career Paths Available But Not Limited To:

- Senior Customer Service Representative
- Call Center Associate
- Customer Service Associate
- Customer Service Specialist
- Customer Support Representative



Program Includes:

- 24 hours of live Microsoft Office Training (with free re-take option)
- 48 hours of live Customer Service Essential Training (with free re-take option)
- 25+ Hours of Bonus Material, such as:

Customer Service Excellence  
Managing Stress  
Reaching Goals

Effective Communication  
Productivity Management  
Positive Attitude

Listening/Learning Skills  
Personal Career Planning  
Team Building

Successful Completion of this Program Includes:

- Learning the skills needed for today's customer service roles
- Earning Completion Certifications in Microsoft Office, Customer Service, Creative Problem Solving, and Telephone and Email Etiquette
- Learning a multitude of interpersonal, professional, and customer service skills to help you become successful in your new career!
- (Program includes access to over 2,800 self-paced certified On-Line Anytime (OLA) Courses and Modules to assist you even after you are employed in your new career.)

Program Format: Online, in person and self-study

Time: 4 Weeks

Cost: \$4,985

Classes and materials provided by New Horizons of Wisconsin, the state's largest technology and business skills training organization.

All classes are certified and/or authorized by the developer.





## COURSE OBJECTIVES

In this course, you will learn fundamental Word skills.

You will:

- Navigate and perform common tasks in Word, such as opening, viewing, editing, saving, and printing documents, and configuring the application.
- Format text and paragraphs.
- Perform repetitive operations efficiently using tools such as Find and Replace, Format Painter, and Styles.
- Enhance lists by sorting, renumbering, and customizing list styles.
- Create and format tables.
- Insert graphic objects into a document, including symbols, special characters, illustrations, pictures, and clip art.
- Format the overall appearance of a page through page borders and colors, watermarks, headers and footers, and page layout.
- Use Word features to help identify and correct problems with spelling, grammar, readability, and accessibility.

### 1 - GETTING STARTED WITH WORD 2019

- ▢ Topic A: Navigate in Microsoft Word
- ▢ Topic B: Create and Save Word Documents
- ▢ Topic C: Manage Your Workspace
- ▢ Topic D: Edit Documents
- ▢ Topic E: Preview and Print Documents
- ▢ Topic F: Customize the Word Environment

### 2 - FORMATTING TEXT AND PARAGRAPHS

- ▢ Topic A: Apply Character Formatting
- ▢ Topic B: Control Paragraph Layout
- ▢ Topic C: Align Text Using Tabs
- ▢ Topic D: Display Text in Bulleted or Numbered Lists
- ▢ Topic E: Apply Borders and Shading

### 3 - WORKING MORE EFFICIENTLY

- ▢ Topic A: Make Repetitive Edits
- ▢ Topic B: Apply Repetitive Formatting
- ▢ Topic C: Use Styles to Streamline Repetitive Formatting Tasks

### 4 - MANAGING LISTS

- ▢ Topic A: Sort a List

- ▢ Topic B: Format a List

### 5 - ADDING TABLES

- ▢ Topic A: Insert a Table
- ▢ Topic B: Modify a Table
- ▢ Topic C: Format a Table
- ▢ Topic D: Convert Text to a Table

### 6 - INSERTING GRAPHIC OBJECTS

- ▢ Topic A: Insert Symbols and Special Characters
- ▢ Topic B: Add Images to a Document

### 7 - CONTROLLING PAGE APPEARANCE

- ▢ Topic A: Apply a Page Border and Color
- ▢ Topic B: Add Headers and Footers
- ▢ Topic C: Control Page Layout
- ▢ Topic D: Add a Watermark

### 8 - PREPARING TO PUBLISH A DOCUMENT

- ▢ Topic A: Check Spelling, Grammar, and Readability
- ▢ Topic B: Use Research Tools
- ▢ Topic C: Check Accessibility
- ▢ Topic D: Save a Document to Other Formats



## COURSE OBJECTIVES

Upon successful completion of this course, you will be able to create and develop Excel worksheets and workbooks in order to work with and analyze the data that is critical to the success of your organization.

You will:

- Get started with Microsoft Office Excel 2019.
- Perform calculations.
- Modify a worksheet.
- Format a worksheet.
- Print workbooks.
- Manage workbooks.

### 1 - GETTING STARTED WITH EXCEL 2019

- ▢ Topic A: Navigate the Excel User Interface
- ▢ Topic B: Use Excel Commands
- ▢ Topic C: Create and Save a Basic Workbook
- ▢ Topic D: Enter Cell Data
- ▢ Topic E: Use Excel Help

### 2 - PERFORMING CALCULATIONS

- ▢ Topic A: Create Worksheet Formulas
- ▢ Topic B: Insert Functions
- ▢ Topic C: Reuse Formulas and Functions

### 3 - MODIFYING A WORKSHEET

- ▢ Topic A: Insert, Delete, and Adjust Cells, Columns, and Rows
- ▢ Topic B: Search for and Replace Data

- ▢ Topic C: Use Proofing and Research Tools

### 4 - FORMATTING A WORKSHEET

- ▢ Topic A: Apply Text Formats
- ▢ Topic B: Apply Number Formats
- ▢ Topic C: Align Cell Contents
- ▢ Topic D: Apply Styles and Themes
- ▢ Topic E: Apply Basic Conditional Formatting
- ▢ Topic F: Create and Use Templates

### 5 - PRINTING WORKBOOKS

- ▢ Topic A: Preview and Print a Workbook
- ▢ Topic B: Set Up the Page Layout
- ▢ Topic C: Configure Headers and Footers

### 6 - MANAGING WORKBOOKS

- ▢ Topic A: Manage Worksheets
- ▢ Topic B: Manage Workbook and Worksheet Views
- ▢ Topic C: Manage Workbook Properties



## COURSE OBJECTIVES

In this course, you will use Outlook to manage your email communications, including composing, reading, and responding to emails; schedule appointments and meetings; manage contact information; schedule tasks and create notes; customize message response options; and organize your mail.

You will:

- Navigate Outlook to read and respond to email.
- Use the Address Book and format and spell check new messages.
- Attach files and insert illustrations to messages.
- Customize read and response options.
- Use flags, categories, and folders to organize messages.
- Create and work with Contacts.
- Create appointments and schedule meetings in Calendar.
- Create and work with Tasks and Notes.

### **1 - GETTING STARTED WITH OUTLOOK 2019**

- ▯ Topic A: Navigate the Outlook Interface
- ▯ Topic B: Work with Messages
- ▯ Topic C: Access Outlook Help

### **2 - FORMATTING MESSAGES**

- ▯ Topic A: Add Message Recipients
- ▯ Topic B: Check Spelling and Grammar
- ▯ Topic C: Format Message Content

### **3 - WORKING WITH ATTACHMENTS AND ILLUSTRATIONS**

- ▯ Topic A: Attach Files and Items
- ▯ Topic B: Add Illustrations to Messages
- ▯ Topic C: Manage Automatic Message Content

### **4 - CUSTOMIZING MESSAGE OPTIONS**

- ▯ Topic A: Customize Reading Options
- ▯ Topic B: Track Messages

- ▯ Topic C: Recall and Resend Messages

### **5 - ORGANIZING MESSAGES**

- ▯ Topic A: Mark Messages
- ▯ Topic B: Organize Messages Using Folders

### **6 - MANAGING YOUR CONTACTS**

- ▯ Topic A: Create and Edit Contacts
- ▯ Topic B: View and Print Contacts

### **7 - WORKING WITH THE CALENDAR**

- ▯ Topic A: View the Calendar
- ▯ Topic B: Create Appointments
- ▯ Topic C: Schedule Meetings
- ▯ Topic D: Print the Calendar

### **8 - WORKING WITH TASKS AND NOTES**

- ▯ Topic A: Create Tasks
- ▯ Topic B: Create Notes

# Customer Service *Live* Training

## DAY 1:

### 1 - UNDERSTANDING CUSTOMER SERVICE

- Describe Customer Service Benefits
- Recognize the Importance of Internal Customer Service
- Identify How Customer Service Benefits You
- Excel with Customer Service

### 2 - IDENTIFYING HOW CUSTOMERS DEFINE THE SUCCESS OF YOUR COMPANY

- Recognize Trends in Customer Service
- Identify Criteria for Customer Satisfaction

### 3 - INCREASING CUSTOMER SATISFACTION

- Identify Characteristics of the Personal Touch
- Create Lasting Positive Impressions on Your Customers

### 4 - PROVIDING FACE-TO-FACE CUSTOMER SERVICE

- Identify Categories of Face-to-Face Contact
- Understand the Critical Success Factors in Face-to-Face Customer Service

- Identify the Characteristics of Active Listening

### 5 - PROVIDING REMOTE CUSTOMER SERVICE

- Identify Remote Customer Service Communication Channels
- Apply Remote Customer Service Best Practices

### 6 - ENGAGING DIFFICULT CUSTOMERS

- Serve Difficult Customers
- Manage Angry Customers
- Deal with Difficult or Unhelpful Colleagues

### 7 - INCREASING CUSTOMER LOYALTY

- Optimize Moments of Truth
- Recognize the Value of Customer Complaints
- Identify the Stages of the Service Recovery Process

## DAY 2:

### 1 - GETTING STARTED

- Housekeeping Items
- Pre-Assignment Review
- Workshop Objectives
- The Parking Lot
- Action Plan

### 2 - THE RIGHT ATTITUDE STARTS WITH YOU

- Be Grateful
- Keep Your Body Healthy
- Focus on Positive Thoughts
- Invoke Inner Peace
- Case Study

### 3 - INTERNAL STRESS MANAGEMENT

- Irritability
- Unhappiness with Your Job
- Feeling Underappreciated
- Not Well-Rested
- Case Study

### 4 - EXTERNAL STRESS MANAGEMENT

- Office Furniture Not Ergonomically Sound
- High Noise Volume in the Office
- Rift with Co-Workers

- Demanding Supervisor
- Case Study

### 5 - TRANSACTIONAL ANALYSIS

- What is Transactional Analysis?
- Parent
- Adult
- Child
- Case Study

### 6 - WHY ARE SOME CUSTOMERS DIFFICULT?

- They Have Truly Had a Bad Experience and Want to Vent
- They Have Truly Had a Bad Experience and Want Someone to be Held Accountable
- They Have Truly Had a Bad Experience and Want Resolution
- They Are Generally Unhappy
- Case Study

### 7 - DEALING WITH THE CUSTOMER OVER THE PHONE

- Listen to the Customer's Complaint
- Build Rapport
- Do Not Respond with Negative Words or Emotion
- Offer a Verbal Solution to Customer
- Case Study

### 8 - DEALING WITH THE CUSTOMER IN PERSON

- Listen to the Customer's Complaint
- Build Rapport
- Responding with Positive Words and Body Language
- Besides Words, What to Look For?
- Case Study

### 9 - SENSITIVITY IN DEALING WITH CUSTOMERS





- Listen to the Needs
- Never Interrupt
- Identify What You Can Do For Them

## **8 - HANDLING INTEROFFICE CALLS**

- Transferring Calls
- Placing Callers on Hold
- Taking Messages
- End the Conversation
- Case Study

## **9 - HANDLING VOICEMAIL MESSAGES**

- Ensure the Voice Mail Has a Proper Greeting
- Answer Important Messages Right Away
- Ensure Messages are Delivered to the Right Person
- When Leaving A Message for Others...
- Case Study

## **10 - METHODS OF TRAINING EMPLOYEES**

- Group Training
- One-on-One Training
- Peer Training
- Job Shadowing
- Case Study

## **11 - CORRECTING POOR TELEPHONE ETIQUETTE**

- Screening Calls
- Employee Evaluations
- Peer Monitoring
- Customer Surveys
- Case Study

## **12 - WRAPPING UP**

- Words From The Wise
- Review Of The Parking Lot
- Lessons Learned
- Recommended Reading
- Completion Of Action Plans And Evaluations

## **Day 5:**

### **1 - E-MAIL BASICS**

- E-mail characteristics
- Writing online versus on paper
- Understanding the advantages and disadvantages of e-mail
- Understanding the cultural significance of e-mail
- E-mail programs
- Using an e-mail program to send e-mail
- When to use e-mail
- Communicating by e-mail
- Understanding when to avoid using e-mail
- Writing an e-mail message
- Using the MAIL acronym

### **2 - E-MAIL POLICIES**

- Company policies
- Avoiding improper e-mail messages
- Ensuring employee compliance to e-mail policies
- Copyright laws, viruses, and liability
- Avoiding copyright infringement
- Avoiding viruses
- Identifying e-mail liability

### **3 - E-MAIL FEATURES AND SECURITY**

- Features of an e-mail program
- Using attachments
- Using priority labels and signature files
- Features of an e-mail program
- Using attachments
- Using priority labels and signature files
- Discussing e-mail program options
- Securing e-mail
- Using encryption and digital signatures
- Using passwords

### **4 - E-MAIL MESSAGES**

- Message headers

- Using headers
- E-mail message body
- Including proper greeting
- Structuring an e-mail message
- Closing an e-mail message

### **5 - E-MAIL EFFECTIVENESS**

- E-mail recipients
- Considering the factors that determine e-mail writing
- Anticipating recipient reaction
- Message management
- Managing your e-mail effectively

### **6 - NETIQUETTE GUIDELINES**

- Netiquette style
- Using proper tone
- Following formatting guidelines
- Emoticons and abbreviations
- Using emoticons and electronic abbreviations

### **7 - COMPOSING ONLINE CORRESPONDENCE**

- Online communication
- Achieving the objective of the message
- Language and punctuation
- Improving online writing style
- Using punctuation correctly
- Efficient writing habits
- Constructing sentences
- Constructing paragraphs
- Editing e-mail messages

## **Day 6:**

### **1 - GETTING STARTED**

- Workshop Objectives

### **2 - THE PROBLEM SOLVING METHOD**

- What is a Problem?
- What is Creative Problem Solving?
- What are the Steps in the Creative Solving Process?
- Case Study

### **3 - INFORMATION GATHERING**

- Understanding Types of Information
- Identifying Key Questions
- Methods of Gathering Information
- Case Study
- Module Three: Review Questions

### **4 - PROBLEM DEFINITION**

- Defining the Problem
- Determining Where the Problem Originated
- Defining the Present State and the Desired State
- Stating and Restating the Problem
- Analyzing the Problem
- Writing the Problem Statement
- Case Study
- Module Four: Review Questions

### **5 - PREPARING FOR BRAINSTORMING**

- Identifying Mental Blocks
- Removing Mental Blocks

- Stimulating Creativity
- Case Study
- Module Five: Review Questions

### **6 - GENERATING SOLUTIONS (I)**

- Identifying Mental Blocks
- Removing Mental Blocks
- Stimulating Creativity
- Case Study
- Module Five: Review Questions

### **7 - GENERATING SOLUTIONS (II)**

- The Morphological Matrix
- The Six Thinking Hats
- The Blink Method
- Case Study
- Module Seven: Review Questions

### **8 - ANALYZING SOLUTIONS**

- Developing Criteria
- Analyzing Wants and Needs
- Using Cost/Benefit Analysis
- Case Study
- Module Eight: Review Questions

### **9 - SELECTING A SOLUTION**

- Doing a Final Analysis
- Paired Comparison Analysis
- Analyzing Potential Problems
- Case Study
- Module Nine: Review Questions

### **10 - PLANNING YOUR NEXT STEPS**

- Identifying Tasks
- Identifying Resources
- Implementing, Evaluating, and Adapting
- Case Study
- Module Ten: Review Questions

### **11 - CREATING A PERFORMANCE PLAN**

- Planning the Follow-Up Meeting
- Celebrating Successes
- Identifying Improvements
- Case Study
- Module Eleven: Review Questions

### **12 - WRAPPING UP**

- Words from the Wise
- Lessons Learned

Online Learning



Learning Anytime

This portion of your job skills program focuses on helping your personal improvement, which will help you succeed in the future. Below you will find the detailed listing of dozens of hours of professionally created and delivered content that will provide you with the additional skills that you will need to succeed at your new career! This is your On-Line Anytime (OLA) library, and you will have access to these titles, and thousands more, for a full year!

Asset Type	Title	Code	Program Length
OLA Course	<b>Administrative Support: Developing Your Essential Skills</b>	<a href="#">aad 01 a01 bs enus</a>	26 Minutes
OLA Course	<b>Administrative Support: Working in Partnership with Your Boss</b>	<a href="#">aad 01 a02 bs enus</a>	18 Minutes
OLA Course	<b>Administrative Support: Interacting Effectively with Colleagues</b>	<a href="#">aad 01 a03 bs enus</a>	19 Minutes
OLA Course	<b>Administrative Support: Projecting a Positive Professional Image</b>	<a href="#">aad 01 a04 bs enus</a>	19 Minutes
OLA Course	<b>Writing Effective E-mails and Instant Messages</b>	<a href="#">acm 02 a01 bs enus</a>	28 Minutes
OLA Course	<b>The Art and Science of Communication</b>	<a href="#">acm 07 a01 bs enus</a>	21 Minutes
OLA Course	<b>Trust Building through Effective Communication</b>	<a href="#">acm 07 a03 bs enus</a>	25 Minutes
OLA Course	<b>Choosing the Right Interpersonal Communication Method to Make Your Point</b>	<a href="#">acm 07 a04 bs enus</a>	30 Minutes
OLA Course	<b>Become a Great Listener</b>	<a href="#">acm 07 a05 bs enus</a>	24 Minutes
OLA Course	<b>Navigating Your Own Emotions</b>	<a href="#">acm 13 a01 bs enus</a>	29 Minutes
OLA Course	<b>Navigating Other People's Emotions</b>	<a href="#">acm 13 a02 bs enus</a>	25 Minutes
OLA Course	<b>Navigating the Workplace with Emotional Intelligence</b>	<a href="#">acm 13 a03 bs enus</a>	26 Minutes
OLA Course	<b>Listening Even When it's Difficult to Listen</b>	<a href="#">acm 14 a01 bs enus</a>	32 Minutes
OLA Course	<b>Using Active Listening in Workplace Situations</b>	<a href="#">acm 14 a02 bs enus</a>	34 Minutes
OLA Course	<b>Gaining a Positive Perspective on Feedback</b>	<a href="#">acm 15 a02 bs enus</a>	30 Minutes
OLA Course	<b>Acting with Diplomacy and Tact</b>	<a href="#">acm 16 a01 bs enus</a>	36 Minutes
OLA Course	<b>Navigating Challenging Situations with Diplomacy and Tact</b>	<a href="#">acm 16 a02 bs enus</a>	30 Minutes
OLA Course	<b>Interacting with Customers</b>	<a href="#">acs 02 a01 bs enus</a>	30 Minutes
OLA Course	<b>Communicating Effectively with Customers</b>	<a href="#">acs 02 a02 bs enus</a>	30 Minutes
OLA Course	<b>Controlling Conflict, Stress, and Time in a Customer Service Environment</b>	<a href="#">acs 02 a03 bs enus</a>	32 Minutes
OLA Course	<b>Dealing with Customer Service Incidents and Complaints</b>	<a href="#">acs 02 a04 bs enus</a>	30 Minutes
OLA Course	<b>Polishing Your Skills for Excellent Customer Service</b>	<a href="#">acs 02 a05 bs enus</a>	24 Minutes
OLA Course	<b>Rapport Building in Customer Service</b>	<a href="#">acs 03 a01 bs enus</a>	28 Minutes
OLA Course	<b>Providing Telephone Customer Service</b>	<a href="#">acs 03 a03 bs enus</a>	31 Minutes
OLA Course	<b>Facing Confrontation in Customer Service</b>	<a href="#">acs 03 a05 bs enus</a>	27 Minutes
OLA Course	<b>Designing a Customer Service Strategy</b>	<a href="#">acs 03 a06 bs enus</a>	28 Minutes
OLA Course	<b>Leveraging Emotional Intelligence</b>	<a href="#">ald 01 a04 bs enus</a>	28 Minutes
OLA Course	<b>How to Manage Difficult Conversations</b>	<a href="#">amg 06 a03 bs enus</a>	29 Minutes
OLA Course	<b>Developing a Plan to Further Your Career</b>	<a href="#">apd 03 a01 bs enus</a>	28 Minutes
OLA Course	<b>Getting Your Career on the Right Track</b>	<a href="#">apd 03 a02 bs enus</a>	29 Minutes
OLA Course	<b>Cultivating Relationships with Your Peers</b>	<a href="#">apd 04 a01 bs enus</a>	21 Minutes
OLA Course	<b>Managing Pressure and Stress to Optimize Your Performance</b>	<a href="#">apd 07 a01 bs enus</a>	26 Minutes
OLA Course	<b>Aligning Goals and Priorities to Manage Time</b>	<a href="#">apd 08 a01 bs enus</a>	25 Minutes
OLA Course	<b>Make the Time You Need: Get Organized</b>	<a href="#">apd 08 a02 bs enus</a>	28 Minutes
OLA Course	<b>The Art of Staying Focused</b>	<a href="#">apd 08 a03 bs enus</a>	30 Minutes
OLA Course	<b>Uncovering and Utilizing Your Talents and Skills</b>	<a href="#">apd 10 a01 bs enus</a>	19 Minutes
OLA Course	<b>Self-improvement for Lifelong Success</b>	<a href="#">apd 10 a02 bs enus</a>	24 Minutes
OLA Course	<b>Establishing Self-confidence for Life</b>	<a href="#">apd 10 a03 bs enus</a>	23 Minutes
OLA Course	<b>Procrastination: Admitting it is the First Step</b>	<a href="#">apd 11 a01 bs enus</a>	20 Minutes
OLA Course	<b>Understanding Unconscious Bias</b>	<a href="#">apd 14 a01 bs enus</a>	25 Minutes
OLA Course	<b>Overcoming Your Own Unconscious Biases</b>	<a href="#">apd 14 a02 bs enus</a>	22 Minutes
OLA Course	<b>Being an Effective Team Member</b>	<a href="#">atm 02 a01 bs enus</a>	30 Minutes
OLA Course	<b>Taking Effective and Professional Notes</b>	<a href="#">bs acm19 a01 enus</a>	20 Minutes
OLA Course	<b>Developing Your Business Acumen</b>	<a href="#">bs apd20 a01 enus</a>	21 Minutes
OLA Course	<b>Developing a Growth Mind-set</b>	<a href="#">bs ast03 a01 enus</a>	16 Minutes
OLA Course	<b>Personal Power and Credibility</b>	<a href="#">comm 42 a01 bs enus</a>	24 Minutes
OLA Course	<b>Difficult People: Why They Act That Way and How to Deal with Them</b>	<a href="#">comm 46 a01 bs enus</a>	31 Minutes
OLA Course	<b>The Essentials for Anger Management</b>	<a href="#">comm 47 a01 bs enus</a>	26 Minutes
OLA Course	<b>Using Communication Strategies to Bridge Cultural Divides</b>	<a href="#">comm 48 a02 bs enus</a>	30 Minutes
OLA Course	<b>Taking Stock of Your Work/Life Balance</b>	<a href="#">pd 30 a01 bs enus</a>	22 Minutes
OLA Course	<b>Staying Balanced in a Shifting World</b>	<a href="#">pd 30 a02 bs enus</a>	15 Minutes
OLA Course	<b>Take a Deep Breath and Manage Your Stress</b>	<a href="#">pd 30 a03 bs enus</a>	22 Minutes
OLA Course	<b>Avoid Procrastination by Getting Organized Instead</b>	<a href="#">pd 32 a02 bs enus</a>	22 Minutes
OLA Course	<b>Maximize Your Productivity by Managing Time and Tasks</b>	<a href="#">pd 32 a03 bs enus</a>	21 Minutes
OLA Course	<b>Forging Ahead with Perseverance and Resilience</b>	<a href="#">pe 03 a01 bs enus</a>	31 Minutes
OLA Course	<b>Reaching Goals Using Perseverance and Resilience</b>	<a href="#">pe 03 a02 bs enus</a>	27 Minutes
OLA Course	<b>The Building Blocks of Building Trust</b>	<a href="#">pe 04 a01 bs enus</a>	29 Minutes
OLA Course	<b>Becoming an Accountable Professional</b>	<a href="#">pe 05 a01 bs enus</a>	30 Minutes
OLA Course	<b>Managing Workplace Stress</b>	<a href="#">_pc bi hrbi006</a>	6 Minutes
OLA Course	<b>Reframing Negative Situations</b>	<a href="#">_pc bi hrbi008</a>	6 Minutes
OLA Course	<b>Developing Your Career</b>	<a href="#">_pc ch lach037</a>	15 Minutes
OLA Course	<b>Persevering through Setbacks</b>	<a href="#">_pc ch pach011</a>	15 Minutes
OLA Course	<b>The Fruits of Integrity: Building Trust at Work</b>	<a href="#">_pc ch pach012</a>	15 Minutes

**Your New Career Starts Today!**



Provided By:  **New Horizons**<sup>®</sup>  
*Learn What Earns*